

CITY OF LONG BEACH

OUT-OF-SCHOOL YOUTH WORKFORCE INVESTMENT ACT (WIA) TITLE I YOUTH DEVELOPMENT PROGRAM



Request for Proposals RFP #05-001

Funded by:
Youth Council of the
Greater Long Beach Workforce Development Board

Administered by:
City of Long Beach, Workforce Development Bureau
Youth Opportunity Center

Equal Opportunity Employer/Program
Auxiliary aids and services available upon request to individuals with disabilities
TTY # (562) 570-4629

CITY OF LONG BEACH WORKFORCE DEVELOPMENT BUREAU
REQUEST FOR PROPOSALS
RFP # 05-001

WIA OUT-OF-SCHOOL YOUTH DEVELOPMENT PROGRAM

Timeline

July 28 – August 3, 2005	Community Outreach and Legal Advertising
August 8, 2005	Request for Proposals Released
August 25, 2005	Proposals Due
August 25 – September 8, 2005	Submissions Reviewed
September 13, 2005	Outcome Recommendations to LB Youth Council
September 15, 2005	Outcome Recommendations to Greater Long Beach Workforce Development Board
September 22, 2005	Recommendations to Long Beach City Council
October 2005	Program Services Begin

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INTRODUCTION

In collaboration with the City's Chief Elected Official, the Greater Long Beach Workforce Development Board serves as the policy and oversight entity for all Workforce Investment Act (WIA) funds received within the greater Long Beach area. Specifically, the Youth Council of the Board provides oversight to WIA youth programs. Through the Youth Opportunity Center, the Workforce Development Bureau of the Community Development Department administers such programs and services on behalf of the City, the Workforce Development Board, and the Youth Council.

The Youth Opportunity Center (YOC) provides a full range of employment, education, health, and peer mentoring services to young people through an array of community partner agencies. They include the City's Workforce Development Bureau, the State's Youth Employment Opportunities Program, the LB Unified School District's School for Adults and Regional Occupational Program, California State University Long Beach's Educational Opportunity Center and California Student Opportunity and Access Program, Centro C.H.A. (Community Hispanic Association), the Department of Health and Human Services' Youth Drop-In Center and its Center for Families and Youth, and the County of Los Angeles' Probation Department and Department of Children and Family Services. Through the Workforce Development Bureau's YOC, employment related services are provided to youth, ages 14 – 24, facing barriers to successful transition into the world of work. The YOC offers internships, work experience, non-traditional work and training opportunities, assistance with completion of school, referrals to local education providers, and unsubsidized employment and volunteer opportunities.

Under the provisions of the WIA, services are to be provided to both In-School and Out-of-School youth. While many of the needs of In-School and Out-of-School youth are similar, there also exist distinctly different needs. This solicitation is intended for those service providers who are qualified and interested in providing "youth-centered" services to Out-of-School youth in Long Beach and Signal Hill.

Organizations eligible to submit responses include governmental units, public agencies, business organizations, public or private not-for-profit corporations, faith-based organizations, community-based organizations, local educational agencies, or private-for-profit corporations organized in accordance with state and federal laws.

Organizations responding to the RFP are strongly encouraged to partner and/or collaborate with other agencies in the provision of services aimed at achieving program objectives. Organizations with the most competitive proposals will be placed on a Qualified Service Provider List, which will be used to select eligible Out-of-School youth service providers for possible funding opportunities. All those approved for contracted services will work under agreement with the City of Long Beach.

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PROGRAM MODEL

By providing services intended to develop the potential of youth as citizens and leaders as specified by the ten Program Elements for Youth under the Workforce Investment Act of 1998, the 2005-2006 Youth Development Program will provide comprehensive services that:

- Improve youth academic achievement;
- Prepare youth for success in employment (focusing on targeted industries); and
- Ensure necessary supportive services for youth to achieve successful outcomes

TARGETED POPULATION – OUT-OF-SCHOOL YOUTH

The targeted population to be served through this program are Out-of-School youth, ages 14 through 21, residing in the Long Beach/Signal Hill/Greater Long Beach communities, and who are economically disadvantaged.

Out-of-School youth are defined as: (a) school dropouts; or (b) youth who have either graduated from high school or hold a GED, but are basic skills deficient, unemployed, or underemployed.

As required by the Workforce Investment Act, youth eligible to participate in WIA-funded programs and services must be economically disadvantaged and have one or more identified barrier. Barriers include:

- (1) School dropout;
- (2) Homeless, runaway, or foster child;
- (3) Pregnant or parenting;
- (4) Offender;
- (5) Basic skills deficient (below 9th grade level in reading and/or math); or
- (6) Individual (including a youth with a disability) who requires additional assistance to complete an educational program, or to secure and hold employment.

REQUIRED CORE SERVICES

All organizations responding to this RFP must ensure that they will provide the following four Core Service components, if contracted to provide Out-of-School youth services:

- (1) **Outreach, Recruitment and Program Orientation**
Outreach and recruitment includes, but is not limited to: communicating with youth, parents, schools, community- and faith-based organizations, and other youth-serving agencies regarding program opportunities and recruitment efforts; identifying and referring suitable youth to the YOC for eligibility determination and

WIA-program suitability and program placement; assisting with the collection of required documentation required for eligibility determination; and providing program orientations to prospective youth participants and (if under the age of 18) parents/guardians. Program orientations must include information on the full-array of services available from the service provider and WIA-funded program, including services provided by any collaborating partners.

(2) **Case Management**

Case management services include, but are not limited to: developing an Individual Service Strategy (ISS) in partnership with youth participant; individual counseling and monitoring, and documentation of services provided to youth and his/her progress; providing necessary support to youth to ensure achievement of set goals and objectives, and follow-through of identified service plan; file maintenance and completion of all City and State-required customer tracking and progress forms. Case management staff will be required to utilize the WDB's supported on-line case management system for purposes of documenting services provided and participant's progress.

Case management staff, as well as other appropriate service provider staff, are responsible for attending and actively participating in mandatory service provider meetings and training sessions, prior to and during the contract period.

(3) **Basic Skills and Objective Assessments**

Each youth will be provided with a basic skills assessment, the Test of Adult Basic Education (TABE), by the Youth Opportunity Center at eligibility. Service providers must ensure that all youth who are determined basic skills deficient, scoring below 9th grade level in reading and/or math, by this assessment, receive remediation, and are administered the TABE post-assessment, in order to determine literacy and/or numeracy gains. Youth enrolled in special education programs are not required to take the TABE, however CASAS or other appropriate assessments may be administered, by the organization, in lieu of the TABE, with prior authorization from the Youth Opportunity Center.

In addition to the basic skills assessment, service providers shall also provide an objective assessment in the areas of employment skills and knowledge, as well as, support service needs. Objective assessment tools may be provided by the Youth Opportunity Center. However, the service provider may utilize other objective assessment tools with prior authorization from the Youth Opportunity Center.

(4) **Referral Services**

In an effort to ensure that youth participating in the Out-of-School program have access to all required and needed services, it may be necessary for service providers to refer youth to collaborating agencies to provide such services. Referral services will assist service providers in ensuring access to required and needed services, and further ensure that services are provided by agencies best suited and qualified to provide such services.

REQUIRED WIA PROGRAM ELEMENTS

All youth served under this solicitation will have access to the ten required program elements proscribed by the Workforce Investment Act. Access of these program elements will vary by youth need, as determined by individual service strategies devised between the youth and his/her case manager, and by assessment of skills and service needs.

- (1) **Academic Assistance**
Opportunities and services that increase youth's academic skill levels and improve a youth's chances of completing his/her education – and includes structured academic improvement activities such as tutoring (group or personal), study skills training, instruction leading to secondary school completion, and other dropout prevention strategies
- (2) **Alternative Education**
Opportunities and assistance to re-enroll and attend an educational program outside of traditional offerings within the Unified School District – and includes secondary schools, alternative education venues to complete high school / GED, charter schools, preparation for post-secondary training
- (3) **Occupational Skills Training**
Activities and training that lead to proficiency to perform actual tasks and technical functions required by a certain occupational cluster(s), based on a youth's career interest – and includes short-term training for specific occupations, pre-apprenticeship and apprenticeship programs, and integration of components of work-based learning with school-based learning.
- (4) **Leadership Development**
Opportunities for youth to learn, to direct, and to apply positive leadership and positive social behaviors – and includes community service, citizenship training, decision-making training, service learning (may tie-in to LB Unified School District's graduation requirement, as applicable), cultural diversity training, and peer-centered activities encouraging responsibility and other positive social behaviors
- (5) **Mentoring**
Opportunities for youth to interact meaningfully, and one-on-one, with a caring adult(s) over a minimum 12-month period to improve academic performance, provide job shadowing, goal setting, career exploration, work readiness, and social skills improvement – and may occur both during and after Youth Development Program participation
- (6) **Guidance and Counseling**
Services that offer advice, guidance, and resources to aid youth in overcoming barriers and in solving personal problems – and includes (not limited to) drug and alcohol abuse counseling, referrals to other personal counseling, career guidance, financial counseling, goal setting, and referrals to other services appropriate to the needs of the individual youth
- (7) **Supportive Services**

Services that remove personal barriers, and support or enhance a youth's ability to effectively participate in programs, and achieve goals – and includes (not limited to) assistance with transportation, clothing and/or equipment, fees for physical exams and background screening, referrals to medical and mental health services, and linkages & referrals to community social services

(8) **Follow-up Services**

Ongoing monitoring, support and services available after youth completes Youth Development Program in order to ensure retention of skill attainment, to provide for continued engagement by youth, and to help sustain positive progress and outcomes toward long-term success – and includes placement in school or employment, supportive services, leadership development services, assistance with work-related problems, employment (and job upgrading) assistance, alumnae groups, career planning, mentoring, etc.

(9) **Summer Employment Opportunities**

Opportunities to work/learn on-the-job in positions at local businesses' work sites during summer months, which are directly linked to academic and occupational learning

(10) **Work Experiences**

Opportunities for youth to learn work-related skills and to acquire effective workplace behaviors – and includes both paid and unpaid activities; e.g. internships, job shadowing, other planned and structured learning experience that occurs in the workplace for a limited period of time, work readiness training, entrepreneurial training, etc.

For more information refer to Attachment 7, Glossary of Youth Program Terms.

PROGRAM DESIGN

The Youth Council has adopted what is known as the "Daisy Wheel Model" for out-of-school service delivery in the 2005-2006 Youth Development Program. This Model is a youth-centered approach that allows organizations to provide those services for which they are best suited to provide and excel in.

This solicitation focuses on identifying service providers who are capable of demonstrating commitment to achieving positive long-term outcomes through the above referenced services and elements. Organizations sought are those in direct alignment with the priority needs of targeted youth to be served, and the performance goals to be achieved by these participants. The City encourages collaboration and partnerships between agencies in order to deliver the most effective service delivery system to the youth of the community.

Whereas past program models have had youth served by a sole service provider, youth will now be served by the Out-of-School service provider, as well as agencies that have collaborated and partnered with the service provider, in an effort to ensure youth's access to required and/or needed services and elements, and that such services and elements are provided by the agency(ies) most qualified. Through this approach, the Out-of-School service provider will serve as the centralized hub for assessment, service

strategy development, and case management for youth served in the Youth Development Program.

Organizations contracted to provide Out-of-School services will be responsible for providing the following core services and program elements (unless otherwise noted):

(1) Core Services (as described above)(provided by service provider/established partnership)

- Outreach, Recruitment and Program Orientation
- Case Management
- Basic Skills and Objective Assessments
- Referral Services

(2) WIA Program Elements

Service providers contracted to provide Out-of-School services are required to ensure that participating youth have access (either directly or via established partnerships and referral services with other resources and programs) to all WIA program elements (as described above), with the exception of Follow-up Services, which will be provided by the Youth Opportunity Center. Summer Employment Opportunities and Work Experiences may be provided with the assistance of the Youth Opportunity Center.

- **Academic Assistance (provided by service provider/established partnership)**-structured basic skills remediation for those youth assessed and determined basic skills deficient (scoring below 9th grade level in reading and/or math), for the purposes of literacy and numeracy gains, as determined by the TABE assessment. The TABE pre-assessment will be administered to all youth by the Youth Opportunity Center during eligibility determination, and TABE post-test will be administered by service provider to those youth required or needing to participate in academic assistance component.
- **Alternative Education (provided by service provider/established partnership)**-Includes identifying appropriate educational programs for re-entry; providing assistance in acquiring the necessary documents for re-enrollment, such as official transcripts and counselor referrals; and monitoring academic progress once the youth has returned to school. Alternative education choices may include adult schools, charter schools, high school diploma or GED programs, community colleges, vocational schools and/or occupational programs, as well as re-enrollment in a traditional secondary school.
- **Occupational Skills Training (provided by service provider/established partnership)**-Consistent with the President's High-Growth Job Training Initiative, the Workforce Development Board places special emphasis on preparing youth to enter careers in high growth - high demand industries enabling self-sufficiency. To accomplish these objectives, the Workforce Investment Board aligns its programs with economically derived self-sufficiency goals and labor market trends. This helps to ensure both long

term employment and the ability to support a family of a given composition in Los Angeles County to meet its basic needs (housing, childcare, transportation, and food).

Through this RFP, the Board looks to identify youth providers that deliver or provide linkages (i.e., regional occupational programs, community colleges and universities, post-secondary and vocational training programs, etc.) to programs or activities that will prepare youth for careers in high-growth – high-demand occupational cluster(s). This includes short-term training for specific occupations, pre-apprenticeship and apprenticeship programs, and integration of components of work-based learning with school-based learning. High-growth sectors include construction, healthcare, information technology, automotive, retail, advanced manufacturing, transportation, hospitality, etc.

Refer to Attachment 4 for information regarding Self-Sufficiency Standards.

- **Leadership Development (provided by service provider/established partnership)**-As described in above section.
- **Mentoring (provided by service provider/established partnership)**-As described in above section.
- **Guidance and Counseling (provided by service provider/established partnership)**-As described in above section.
- **Supportive Services (provided by service provider/established partnership)**-The service provider must ensure that supportive services are available to youth participants as needed. Any supportive service costs charged to the WIA-funded Out-of-School Program must be referenced on the service provider's proposed budget. The City will not maintain responsibility for providing supportive services to youth participants as in past program years. Refer to Attachment 5 for Supportive Services Matrix.
- **Follow-up Services (provided by Youth Opportunity Center)**-are required for a minimum of 12 months after youth's exit from the program. Youth Opportunity Center staff will maintain responsibility for ensuring that required follow-up services are provided to youth once they have been exited from the program.
- **Summer Employment Opportunities / Work Experiences (provided by service provider/established partnership or Youth Opportunity Center)**-The 2005-2006 Out-of-School Program will focus on providing youth, as appropriate, with opportunities to participate in internships offered and available throughout the program year, including Summer 2006. Internships will fulfill the Youth Development Program's requirement for ensuring that Summer Employment Opportunities and Work Experience program elements are made available to youth participants.

Youth, ages 16-21, participating in the Out-of-School program may participate in the Youth Opportunity Center's Inspired Internship Program. The Inspired Internship Program is offered during the Long Beach Unified School District's Spring and Fall semesters and Summer breaks, and provides youth with employability skills training (i.e., work-place behavior and communication, resume writing, interviewing techniques, application completion, etc.), placement in an internship, and job coaching while in the work experience program.

Service providers, however, may choose instead to provide work experience opportunities for participating youth directly or in collaboration with partnering agencies. If the service provider maintains responsibility for offering work experience opportunities to youth, RFP response must: include a description of work experience component offered (i.e., when internships will be offered, total number of hours available, strategy for developing and monitoring internship worksites, strategy for monitoring youth while in internship program, etc.), and ensure that youth are provided employability skills training (i.e., work-place behavior and communication, resume writing, interviewing techniques, application completion, etc.) prior to youth being placed in a work experience assignment.

Note: the YOC's Inspired Internship Program services youth ages 16-24. It is the service provider's responsibility to ensure that youth, ages 14-15, and participating in the service provider's Out-of-School Youth Development Program, have access to work experience opportunities. This would include internships, job shadowing, and/or other planned and structured learning experience that occurs in the workplace.

Youth participating in an internship program may receive a cash stipend of \$450 upon successfully completing an internship program. The YOC will coordinate the provision of the cash stipend for those youth participating in the Center's Inspired Internship Program. If the service provider maintains responsibility for offering internship opportunities for participating youth, service providers may budget for stipends, \$450 per youth, to be provided to youth successfully completing their proposed internship component. The service provider, in this case, will be responsible for processing such stipends.

Service providers contracted to provide Out-of-School youth services, will be invited to participate in the coordination of the Youth Opportunity Center's Summer Opportunities Fair, to be held in Summer 2006. The Fair will provide youth with access to programs and services available to youth during the summer months. This would include volunteer opportunities, employment opportunities, educational and vocational training programs and other summer youth development services available to youth in the community.

Service providers will be asked to assist with outreaching to targeted youth in the community, as well as identifying employers and youth-serving organizations who may be interested in participating/exhibiting at the Fair. Service providers may also be asked to assist with the facilitation of work-

readiness workshops to be held prior to and on the day of the Fair, as well as assisting with the coordination of the day's activities.

Service provider may budget for program incentives. Program incentives are provided to youth for successfully completing one or more components of a program, and are commonly used to encourage active program participation and continued progress. This may include, for example, incentives provided for completion of a tutoring component and workshops, good/improved attendance and behavior, etc. Incentives can be cash; gift certificates or other items the program feels are youth motivators (T-shirts, field trips, etc.). Service providers wishing to provide program incentives as part of their program design must provide a description of such services as part the service provider's required program narrative, include applicable WIA costs in the budget, and process and disseminate incentives to participating youth.

Refer to Attachment 3 for Out-of-School Youth Development Program Flow.

YOUTH OPPORTUNITY CENTER RESOURCE CENTER SERVICES

Youth participating in the Out-of-School program may have access to the Youth Opportunity Center's Resource Center. The Resource Center provides youth with access to Internet-connected computers, telephones, fax machines, and photocopiers for use when researching, applying for, and following-up on employment, volunteer and educational/training opportunities. In addition, youth may have access to information on employment and volunteer opportunities, educational/training programs and services, and community events and resources available to youth and posted in the Center.

PERFORMANCE EXPECTATIONS

The Workforce Development Bureau is held accountable by the State of California to key performance standards that contemplate the cadre of program elements for youth served through Workforce Investment Act funding. Proposals must demonstrate effective controls and strategies are in place, which contribute to WIA outcome measures and quality practices as proscribed by the Workforce Investment Act.

At the issuance of this RFP, performance measures are as follows:

Younger Youth, Ages 14-18

Goal	Program Element	Documentation
a) Skill Attainment Rate: 79% Measures the attainment of basic, work readiness or occupational skills	<ul style="list-style-type: none">• Academic Assistance• Occupational Skills Training• Work Experiences	A valid Pre-and Post-Assessment demonstrating a measurable improvement of at least .5 grade level increase
b) Diploma or Equivalent Attainment Rate: 65% Measures the attainment of a diploma or equivalent	<ul style="list-style-type: none">• Academic Assistance• Alternative Education	High school Diploma or GED Certificate

c) Retention Rate: 65% Measures the proportion of youth that are in the following activities 6 months after completion: <ul style="list-style-type: none"> • Post secondary education • Advanced training • Employment • Military services • Qualified Apprenticeships 	<ul style="list-style-type: none"> • Academic Assistance • Work Experiences • Supportive Services • Follow-up Services 	Wage Records/Supplemental Data
d) Placement in Education: 70% Measures the number of youth who are enrolled in post secondary education and/or advanced training/occupational skills training in the first quarter after program completion	<ul style="list-style-type: none"> • Academic Assistance • Alternative Education • Follow-up Services 	Evidence of enrollment
e) Completion Rate: 90% Number of youth who successfully complete all planned services	<ul style="list-style-type: none"> • Supportive Services • Follow-up Services 	Affidavit signed by Provider

Older Youth, Ages 19-21

Goal	Program Element	Documentation
a) Placement in Employment: 70% Measures the number of youth who are in employment or the military in the first quarter after program completion	<ul style="list-style-type: none"> • Work Experiences • Occupational Skills Training • Supportive Services 	Wage Records/Supplemental Data
b) Employment Retention Rate: 79% Measures the number of youth who keep a job 6 months after completion	<ul style="list-style-type: none"> • Supportive Services • Follow-up Services • Mentoring 	Wage Records/Supplemental Data
c) Earnings Change: \$2,900 Compares earnings youth had before services and 6 months after services	<ul style="list-style-type: none"> • Supportive Services • Follow-up Services • Mentoring 	UI Base Wage Records
d) Credential Rate: 40% Measures acquisition of recognized credentials	<ul style="list-style-type: none"> • Academic Assistance • Alternative Education • Guidance and Counseling 	Federal, State, or Recognized certificate
e) Completion Rate: 90% Number of youth who successfully complete all planned services	<ul style="list-style-type: none"> • Supportive Services • Follow-up Services 	Affidavit signed by Provider

Organizations contracted to provide Out-of-School youth services will be required to achieve minimum performance goals, negotiated by the organization and the City.

To maximize positive program outcomes, performance incentives are available to youth meeting the specific goals listed in the Long Beach Workforce Development Bureau's Performance Incentive Policy Matrix. Youth participants will be able to earn up to \$300 in performance incentives for achieving established performance goals, as recorded in their ISS and supported with appropriate documentation. Youth Opportunity Center will coordinate provision of performance incentives. Service providers responding to this RFP do not need to include performance incentives in their budget. Refer to Attachment 6 for Performance Incentive Criteria.

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GENERAL RFP INFORMATION

- (1) The information submitted in response to this solicitation is not legally binding; however, any financial agreements, which are based on the proposals and subsequent negotiations, become legally binding after both parties have signed them. All resulting agreements - financial and non-financial - will provide mutual termination clauses between the two agencies.
- (2) The City of Long Beach has the right to reject any proposals that do not conform to program goals and objectives, and may request redesign after submission. Incomplete submissions may be disqualified from the process. The submission must contain accurate and complete information as requested by the RFP. The City reserves the right to disqualify any submission that contains inaccurate information.
- (3) All submissions become the property of the City. All costs associated with the development of submissions in response to this solicitation must be borne by the applicant. The submission shall not include any such expenses as part of any fee quotations, if fees apply.
- (4) If no more than one submission is received in response to this solicitation, the City reserves the right to classify this procurement a failed competition, and either re-compete the procurement, or enter into a sole source agreement with the sole respondent.
- (5) The contract period is expected to be October 1, 2005 through September 30, 2006. The CLB reserves the right, at its discretion, to extend any resulting financial and non-financial agreements for an additional two years (with actual funding amounts based on performance and availability of state and federal funds) and continued adoption of this program model.
- (6) Should new legislation related to the City's funding of program delivery pass during the RFP funding cycle, the City reserves the right to publish a new procurement in order to adhere to modifications and related compliance and regulatory issues.
- (7) Program Funding will depend upon the size and complexity of the proposed program. Overall availability of funds is projected to be \$450,000 for the 2005-2006 WIA Out-of-School Youth Development Program. It is anticipated that between three and five contracts will be executed. The WDB is expecting to serve approximately 100 Out-of-School youth for the 2005-2006 program year. A

deobligation clause that pertains to performance and budget expectations will be incorporated in executed Out-of-School Youth contracts.

- (8) Any resulting contracts will be cost reimbursement, with monthly billing required. Contractors will be required to provide a fee schedule of costs. The total amount of administrative costs should not exceed **10%** of the total amount of funding requested (final limits will be determined during contract negotiation with successful bidders).
- (9) Questions regarding elements and requirements of this RFP will be accepted in written format only. All questions should be either faxed to **RFP # 05-001 Review Team, Workforce Development Bureau, (562) 570-3679**, or emailed to **sally_ghan@longbeach.gov**. The deadline to submit questions is **4:00 p.m. on August 18, 2005**. Questions and responses to questions will be posted on the Bureau's website, **www.longbeachworkforce.org**.
- (10) Any prices proposed within the submission must be valid from the date of the proposal through December 31, 2006, at minimum, and must include any/all costs expected to be paid by the City.
- (11) Proposals must be typewritten on 8 1/2 x 11-inch white paper, in a size 12 font equivalent, with one-inch margins. Each page is to be numbered on the bottom center, and the complete proposal must be bound only by one staple on the top, left-hand corner. Proposals may include attachments; however, they should not be submitted in binders or covers.
- (12) Five (5) copies of each proposal, of which one (1) must bear original signatures, should be submitted to: **RFP # 05-001 Review Team, Workforce Development Bureau, Career Transition Center, 3447 Atlantic Avenue, Long Beach, CA 90807**. The deadline to submit proposals is **4:00 p.m. on August 25, 2005**.
- (13) A complete proposal must include the following in the specified order:
 - RFP Cover Sheet (Attachment 1)
 - Program Design and Implementation Narrative (no more than ten pages)
 - Effective Controls/Quality Assurances/Performance Management (no more than three pages)
 - Fiscal Capability/Experience and Cost Reasonableness Narrative (no more than one page) and Budget Detail and Summary Forms (Attachment 2)
 - Resource Leveraging and Sustainability Narrative (no more than one page)

Respondents may be asked to provide additional information as needed.

- (14) No late submissions, whether mailed or hand-delivered, will be accepted. Responses will be reviewed by the City as initially submitted. No changes, additions, or resubmissions will be accepted after the initial deadline for submission.
- (15) The submissions selected become part of the financial and/or non-financial agreements between the City and organization, and as such become public record. If the submission contains any confidential information, such information

must be removed from the body of the response and placed in an Appendix. Agreements will reference the Appendix, but will not be available for public viewing. The entire submission cannot be held confidential; designations must be very specific.

- (16) The City will retain all material. It reserves the right to reject any or all submissions and to partner and/or enter into agreements in its best interest. The City reserves the right to solicit further submissions based on level of response or changes in available funding or program mix.
- (17) This announcement and its attachments are an RFP and are invitations for prospective individuals/firms/community organizations to respond. Although this solicitation is in RFP format and will follow RFP conventions, the City expressly intends that the procurement of Out-of-School Youth service partners is a professional service and is not bound solely by the lowest price, where costs apply.
- (18) Contract awards will be based upon several factors, including but not limited to cost, compatibility of proposed services to Youth Development Program mission and City needs, and qualifications to provide such services.
- (19) Proposers must be Affirmative Action/Equal Employment Opportunity Employers. Service providers will be required to meet EEO requirements as applicable.
- (20) With respect to resulting agreements that are financial in nature, in order to contract for funds with the City, an organization must:
 - a. Not currently be listed on any federal, State of California, or local Debarment List;
 - b. Be legally capable of entering into a contract and be in good standing with the Internal Revenue Service;
 - c. Provide documentation of current fiscal and compliance audits, as required by law;
 - d. Provide copy of Articles of Incorporation and evidence of current corporate status, as filed with the Secretary of State;
 - e. Be an Affirmative Action/Equal Opportunity Employer. If selected for funding, agencies will be required to meet EEO requirements;
 - f. Be in compliance with all applicable provisions of the Americans with Disabilities Act of 1990 (ADA);
 - g. Ensure that reports and/or documents contain correct information;
 - h. Adhere to and sign forms regarding Lobbying, providing a Drug Free environment, and a Debarment assurance form.
 - i. Ensure that:
 - Youth are not placed in a position that will displace a current employee;
 - WIA funds are not used to assist, promote, or deter union organizing;
 - WIA funds are not used to employ or train persons in sectarian activities;
 - WIA funds are not used in the construction, operation, or maintenance of any part of a facility to be used for sectarian instruction or religious worship; and

- j. File required insurance documentation with the City of Long Beach Risk Manager. The City must review all documentation requirements that contractors must carry:
 - Comprehensive General Liability in the amount no less than \$1,000,000; Combined Single Limit for each occurrence or \$2,000,000 General Aggregate for bodily injury, personal injury and property damage.
 - Workers' Compensation as required by State law.
 - Blanket Honesty Bond for at least 25% of the amount of the grant.
 - Automobile Liability in an amount not less than \$500,000 Combined Single Limit per accident for bodily injury and property damage covering owned, non-owned, and hired vehicles.
 - The City of Long Beach and their Officers, Employees, and Agents are to be covered as additional insured.
 - Notice of Cancellation must ensure that each insurance policy shall be endorsed to state that the coverage shall not be suspended, voided, or canceled except after thirty (30) days prior written notice has been given to the City of Long Beach.
- (21) Organizations awarded contracts will be responsible for:
- Providing comprehensive in-kind and unique services consistent with Youth Development Program objectives, which result in long-term positive outcomes for youth participants;
 - Providing necessary information to the Youth Opportunity Center on all services provided, including notation of services through the Workforce Development Bureau's Internet-based case management system;
 - Coordinating with City staff on program activities, including attendance at scheduled meetings and training sessions;
 - Facilitating one or more training workshops for youth and/or professional development for staff and/or partners;
 - Ensuring that necessary and required information, reports and invoices are submitted timely;
 - Adhering to performance standard requirements;
 - Submitting a Cost Allocation Plan;
 - Submitting an approved Indirect Cost Rate Letter from a cognizant agency (if applicable to budget).
- (22) The City will be responsible for:
- Providing all necessary information and necessary technical assistance to assist organizations in providing successful program services and youth outcomes
 - Processing of all required documents and reports, in conjunction with service-providing agencies.

CITY OF LONG BEACH WORKFORCE DEVELOPMENT BUREAU
REQUEST FOR PROPOSALS
RFP # 05-001

WIA OUT-OF-SCHOOL YOUTH DEVELOPMENT PROGRAM

EVALUATION PROCESS / CRITERIA

(1) RFP SUBMISSION REVIEW PROCESS

- (2) All submissions received by 4:00 p.m., August 25, 2005, will be reviewed using the evaluation criteria listed.¹
- (3) Staff may conduct visits or interviews determining the proposing organization's capabilities and compatibilities in providing the services proposed.
- (4) Based on the reviews and evaluations conducted, staff will make preliminary recommendation of a Qualified Service Provider List to the Youth Council, and subsequently to the Greater Long Beach Workforce Development Board.
- (5) Preliminary recommendations will be faxed or emailed to all respondents.
- (6) Proposers may appeal decisions by mailing, faxing or emailing a written request to:

RFP # 05-001 Review Team
Workforce Development Bureau
Career Transition Center
3447 Atlantic Avenue
Long Beach, CA 90807
Or, Fax No: (562) 570-3679
Or, Email: sally_ghan@longbeach.gov

All appeals will need to be received by 4:00 p.m. on September 14, 2005.

- (7) The Workforce Development Board (WDB) will make final decisions based on initial staff recommendations prior to any appeals.

B. EVALUATION CRITERIA / REQUIRED INFORMATION

The City and the WDB have developed the following criteria to select subcontractors to provide contract services.

(1) Program Design and Implementation - 50 Points

¹ The City and the WDB reserve the right to reject any or all proposals.

Please provide a narrative description (no more than ten pages total) of your proposed program services and objectives. Narrative should respond to the following questions and requests.

- a. What recent experience does your organization have in:
 - Providing services to Out-of-School youth (include information regarding proposed staff's experience/background)?
 - Providing services to Younger (14-18 year old) and/or Older (19-21 year old) youth?
 - Serving youth with barriers (i.e., basic skills deficient; homeless, runaway, or foster child; pregnant or parenting; offender; youth (including youth with a disability) requiring additional assistance to complete an educational program or to secure and hold employment)?
 - Providing services and program elements under the Workforce Investment Act?
- b. Describe how you plan to deliver and make accessible all required services and WIA program elements, who will provide such services, and when and where will services be delivered (describe proposed program and customer flow in detail).
- c. Describe how proposed program is designed to address the needs of Out-of-School youth.
- d. How does your organization intend to coordinate outreach and recruitment efforts?
- e. How does your organization intend to assess and evaluate youth's needs?
- f. Describe how your program will prepare youth (as applicable) for entry into high-growth - career-ladder opportunities and how you determine which training program(s) are most appropriate and viable for youth, enabling self-sufficiency.
- g. What are the short and long-term outcomes of the proposed program?
- h. Does your program offer certificates to youth for successful completion?

Organizations that collaborate for the purposes of this RFP must clearly identify lead organization for purposes of contract negotiations and funding, and provide letters of agreement/support that outline the collaboration and the activities to be performed by each agency .

(2) **Effective Controls/ Quality Assurances / Performance Management – 25 Points**

Please provide a narrative response (no more than three pages total) addressing your organization's:

- a. Past quantitative results demonstrating your program's effectiveness in meeting required performance outcomes.
- b. Strategies to manage, monitor and report monthly participant activities.
- c. Strategies to ensure performance measures are met in the following areas if planning to serve **Younger Youth** (14-18) (Refer to matrix in Performance Expectations section):
 - **Skill Attainment** (Measured at Exit)

- **Diploma or Equivalent Attainment** (Measured at Exit or 9 months after Exit)
 - **Placement in Education** (Measured at Exit or 9 months after Exit)
 - **Retention Rate** (Measured 9 months after Exit)
 - Enrollment in Post secondary education
 - Participation in an Advanced training program
 - Placement in Employment
 - Military services
 - Participation in a Qualified Apprenticeship
- d. Strategies to ensure performance measures are met in the following areas if planning to serve **Older Youth** (19-21) (Refer to matrix in Performance Expectations section):
- **Placement in Employment** (Measured at Exit, 3 months and 9 months after Exit)
 - **Employment Retention** (Measured 3 months and 9 months after Exit)
 - **Earnings Change** (Measured 6 and 9 months after Exit)
 - **Attainment of a Recognized Credential** (Measured at Exit or 9 months after Exit)
- e. Strategies for identifying areas for program improvement and implementing course of action.

(3) **Fiscal Capability/Experience and Cost Reasonableness – 15 Points**

Please provide a narrative response (no more than one page) describing your organization's:

- Ability to accept fiscal responsibility for all funds received, and to invoice and track expenditures.

Please complete the attached Budget Detail and Summary Forms (Attachment 2). Include all program expenses, including those costs to be borne by the City. Please provide as much detail as is necessary to ensure a sufficient understanding of costs to be incurred. Budget information will be reviewed so as to determine that costs are reasonable and feasible for services proposed.

(4) **Resource Leveraging and Sustainability - 10 Points**

Please provide a narrative response (no more than one page) describing how your organization plans to:

- Maximize existing resources and/or raise additional funds to support your operation and serve participating youth.

CITY OF LONG BEACH WORKFORCE DEVELOPMENT BUREAU
REQUEST FOR PROPOSALS
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WIA OUT-OF-SCHOOL YOUTH DEVELOPMENT PROGRAM

WEBSITE RESOURCES

- Greater Long Beach Workforce Development System
 - ✓ Youth Opportunity Center
 - ✓ Career Transition Centerwww.longbeachworkforce.org
- National Youth Employment Coalition
www.nyec.org
- Workforce Investment Act – US Department of Labor
www.usworkforce.org
- USDOL Employment & Training Administration
www.doleta.gov
- National Youth Development Information Center
www.nydic.org
- California Employment Development Department
www.edd.ca.gov
- Youth Council Institute
www.edd.ca.gov
- Code of Federal Regulations
www.gpoaccess.gov/cfr/index.html
- State Workforce Investment Board
www.calwia.org/

CITY OF LONG BEACH WORKFORCE DEVELOPMENT BUREAU
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WIA OUT-OF-SCHOOL YOUTH DEVELOPMENT PROGRAM

ATTACHMENTS

Attachment 1

- RFP Cover Sheet

Attachment 2

- Budget Detail and Summary Forms

Attachment 3

- Out-of-School Youth Development Program Flow

Attachment 4

- Self-Sufficiency Standards

Attachment 5

- Supportive Service Matrix

Attachment 6

- Performance Incentive Criteria

Attachment 7

- Glossary of Youth Program Terms

CITY OF LONG BEACH WORKFORCE DEVELOPMENT BUREAU
REQUEST FOR PROPOSALS
RFP # 05-001

WIA OUT-OF-SCHOOL YOUTH DEVELOPMENT PROGRAM

COVER SHEET

Legal Name of Organization: _____

Out-of-School Program Name: _____

Contact Person/Title: _____

Mailing Address: _____

Telephone: _____ Fax: _____

Email: _____ Federal Tax ID #: _____

Legal Status of Organization (Please Check One):

- | | |
|---|---|
| <input type="checkbox"/> Public Agency/Government | <input type="checkbox"/> Faith-Based Organization |
| <input type="checkbox"/> Private-for-Profit Corporation | <input type="checkbox"/> Educational Institution |
| <input type="checkbox"/> Non-Profit Corporation | <input type="checkbox"/> Other: _____ |

Years Organization has been in operation: _____

If Corporation, indicate State and year Organization was incorporated: _____

Does the Organization have a Board of Directors or Business Advisory Group?

☐ Yes ☐ No

If yes, how often do they meet and what is their role? Please attach a list of the names of the members, their address, and their phone numbers.

Funding Requested and Youth To Be Served:

Total Funds Requested: \$_____

Number of Younger Youth Participants to be Served (14-18): _____

Number of Older Youth Participants to be Served (19-21): _____

Total Number of Youth To Be Served: _____

Cost Per Participant: \$_____

(Total Funds Requested / # of Youth To Be Served)

Proposed Performance:**Younger Youth**

of Participants _____
Total # of Skill Goals Attained _____
Placed/Returned to School _____

Attaining Diploma _____
Completing Program _____

Older Youth

of Participants _____
Completing Program _____
Total # who Entered Employment _____
Avg. Hrly. Wage per Placement _____
6 Month Job Retention Rate _____

Placed/Returned to School _____
To Obtain/Obtaining Credential _____
Unsubsidized Job Placements _____
Earnings Gained _____

Acknowledgment:

In compliance with the request for proposals, and subject to the conditions thereof, the undersigned offers to furnish the proposed services and certifies that he/she has read, understands, and agrees to all terms, conditions, and requirements of this proposal and is authorized to contract on behalf of the organization named above.

Print Name of Authorized Representative/Tile

Date

Signature of Authorized Representative

Date

Account 118

Indirect Costs (Rate & Type)				Total
			TOTAL	

Account 201

Position Title/Activity	Hour Salary	No. of Months	% of Time	Total
			TOTAL	

Account 202

Description	% Rate	Rate Applied to		Total
FICA/Medicare	7.65%			
			TOTAL	

Account 203

Description	Quantity/Price	Total
TOTAL		

Account 204

Description		Quantity/Price		Total
			TOTAL	

Account 205

Description		Quantity/Price	Total
			TOTAL

PARTICIPANT RELATED COSTS

INTERNSHIP STIPENDS (Refer to RFP)

Account 300

Description		Quantity/Price		Total
			TOTAL	

PROGRAM INCENTIVES (Refer to RFP)

Account 301

Description		Quantity/Price		Total
			TOTAL	

SUPPORT SERVICES (Refer to Attachment 5 of RFP)

Account 302

Description		Quantity/Price		Total
			TOTAL	

GRAND TOTAL

\$

IN-KIND FUNDS

Account 400

Description		Quantity/Price		Total
			TOTAL	

BUDGET INFORMATION

Budget Summary by Categories

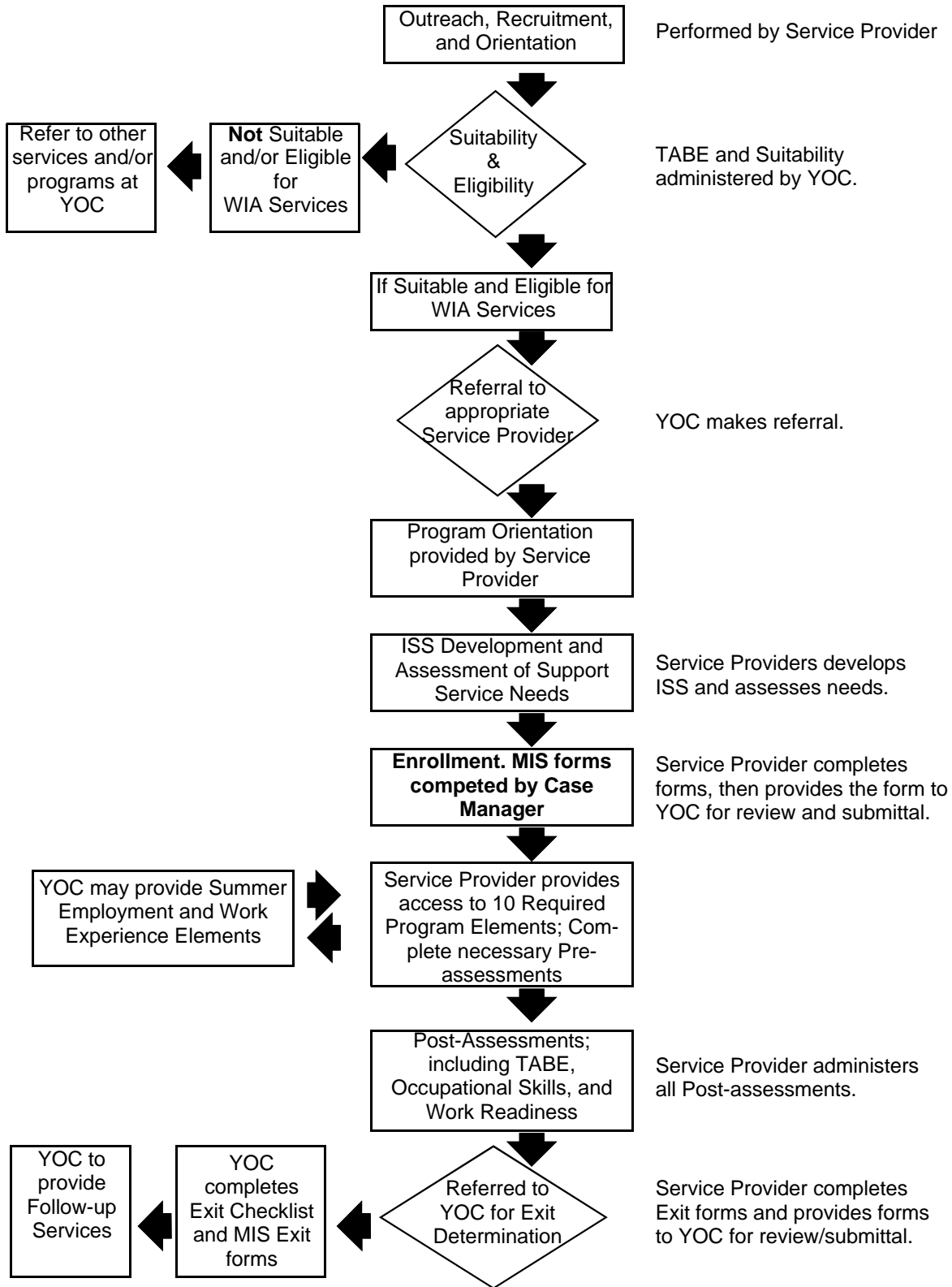
Acct.No.	Budget Category	(A)
118	Indirect Costs	
201	Salaries	
202	Fringe Benefits	
203	Materials and Supplies	
204	Operating Costs	
205	Program - Other	

PARTICIPANT RELATED COSTS

300	Internship Stipends	
301	Program Incentives	
302	Support Services	
Total Funds Requested:		

400	In-kind Funds	
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OUT-OF-SCHOOL YOUTH DEVELOPMENT PROGRAM FLOW



CITY OF LONG BEACH WORKFORCE DEVELOPMENT BUREAU
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WIA OUT-OF-SCHOOL YOUTH DEVELOPMENT PROGRAM

SELF-SUFFICIENCY STANDARDS
(CITY OF LONG BEACH WORKFORCE INVESTMENT BOARD, 2005)

Single Parent	1 Adult	Adult + 1 Child	Adult + 2 Children	Adult + 3 Children	Adult + 4 Children	Adult + 5 Children	Each Additional Child Add
Annual	22,076	34,495	42,140	58,567	70,730	82,870	11,425
Monthly	1,840	2,875	3,512	4,881	5,894	6,906	952
Hourly	11	17	20	28	34	40	5

		2 Adults + 1	2 Adults + 2	2 Adults + 3	2 Adults + 4	Each Additional	
Dual Parents	2 Adults	Child	Children	Children	Children	Child Add	
Annual		30,209	41,529	48,869	64,057	75,349	10,600
Monthly		2,517	3,461	4,072	5,338	6,279	883
Hourly		15	20	23	31	36	5

The City of Long Beach

Supportive Service Matrix (4/03)

(Applies to all grants unless specified otherwise. See 'special project' requirements for details.)

SUPPORTIVE SERVICE	MAXIMUM AMOUNT	GUIDELINES		
AUTO		<p><u>Direct</u> proof of vehicle ownership is required for assistance with all auto-related expenses. Bank stubs or statements will not be accepted as proof of ownership.</p>		
Payment	\$250.00	One time payment only, not to exceed maximum. Payment may represent only one month's worth of auto payment. Bank stubs or statements will not be accepted as proof of the monthly payment amount unless they provide direct proof of the vehicle description.		
Insurance	\$100.00	One time payment only, not to exceed maximum. Payment may represent only one installment period.		
Misc. Repairs	\$200.00	One time payment only, not to exceed maximum. At least two estimates required.		
Tires	\$200.00	One time payment only, not to exceed maximum. At least two estimates required.		
BOOKS/COMPUTER SOFTWARE OR SUPPLIES	\$250 Per semester up to one year	<p><i>Must maintain documentation in customer file regarding book(s) as a condition of employment or in support of job search (WIA only).</i></p> <p>An itemization of books/costs must accompany requests and must include the cumulative amount of book costs for the semester.</p> <p>It is at the discretion of WIA supervisors to determine if books required by school, CVT, or OJT employer should be charged to the training/tuition cost category (Tuition/Educational Fiscal Authorization required) or the supportive services cost category.</p>		
CHILD CARE (Incl.CalWORKS)				Total for "hourly rate" may not exceed 50 hours per week.
Licensed	<u>Hourly</u>	<u>Weekly (Full-Time Only)</u>	<u>Monthly (Full-Time Only)</u>	Total "weekly rate" may not exceed \$500 per month.
1 Child:	\$2.50	\$125.00	\$500.00	Up to 20 hours per week of child care assistance is allowable for job search.

SUPPORTIVE SERVICE	MAXIMUM AMOUNT	GUIDELINES		
Licensed continued 2 Children: 3 + Children: CHILD CARE contued (Includes CalWORKS) Unlicensed 1 Child: 2 Children: 3 + Children:	<u>Hourly</u> \$3.75 \$5.00 <u>Hourly</u> \$2.00 \$3.00 \$4.00	<u>Weekly (Full-Time Only)</u> \$187.50 \$250.00 <u>Weekly (Full-Time Only)</u> \$100.00 \$150.00 \$200.00	<u>Monthly (Full-Time Only)</u> \$750.00 \$1,000.00 <u>Monthly (Full-Time Only)</u> \$400.00 \$600.00 \$800.00	Total “weekly rate” may not exceed \$500 per month. Original Day Care Provider Documentation Form must be provided to Financial Services Unit. Copy must be maintained in customer file. Check disbursements issued monthly. Child care hours should be verified by school or work schedules. Total for “hourly rate” may not exceed 50 hours per week. Customer must be the custodial parent or legal guardian of child for whom he or she wishes to receive child care assistance (for WIA, as indicated in WIA eligibility paperwork) .
CLOTHING AND SHOES	\$200.00	Clothing vouchers may be provided for customer to purchase work/interview clothing for customer only. It is at the discretion of WIA supervisors to determine if clothing or shoes required by school, CVT, or OJT employer should be charged to the training/tuition cost category (Tuition/Educational Fiscal Authorization required) or the supportive services cost category.		
CREDENTIALS, LICENSES, CERTIFICATIONS, TESTING, FINGERPRINTING	\$200.00	Based upon assessment and/or condition of employment. One time payment only, not to exceed maximum. Includes offsite GED testing.		
DENTAL	\$250.00	Must provide documentation regarding dental care needs. One time payment only, not to exceed maximum.		
DMV Registration Smog Test CA Driver's License/ID Printout	\$250.00 \$50.00 \$20.00 \$10.00 each	One time payment only, not to exceed maximum. Proof of vehicle ownership required. Payment may represent only one year's registration. As needed for employment or training. As needed for employment or training.		

SUPPORTIVE SERVICE	MAXIMUM AMOUNT	GUIDELINES
EYE EXAM/GLASSES	\$150.00	Must provide documentation regarding eye care needs. One time payment only, not to exceed maximum.
FOOD Vouchers	\$150.00 No more than \$50.00 worth per visit	Original receipts must be submitted to Financial Services Unit. Case manager should refer customer to other sources for further assistance.
HAIRCUTS	\$45.00 each	As needed for employment or job search, not to exceed maximum.
HEARING EXAM/AID	\$150.00	Must provide documentation regarding hearing care needs. One time payment only, not to exceed maximum.
MEDICAL PRESCRIPTION	\$150.00 (cumulative)	Must provide documentation from physician.
PHYSICAL EXAM	\$100.00	Must maintain documentation in customer file regarding exam as condition of employment or training. Includes TB test.
RENT/MORTGAGE	\$1,000.00	Must be an emergency situation. May not be used to pay security deposit. Must provide copy of lease, rental agreement, eviction notice or other documentation. One time payment only, not to exceed maximum.
TATTOO REMOVAL	\$500.00	For removal of visible tattoos in support of job search or employment.
TELEPHONE	\$50.00	One time payment only, not to exceed maximum. Payment may represent only one month's worth of telephone service for customer's primary phone.
TOOLS/SUPPLIES	\$500.00	If required as a condition of employment or training. Employer or training provider must provide itemized list of tools/supplies and costs. It is at the discretion of Program Supervisors to determine if tools/supplies required by school, CVT, or OJT employer should be charged to the training/tuition cost category (Tuition/Educational Fiscal Authorization required) or the supportive services cost category.

SUPPORTIVE SERVICE	MAXIMUM AMOUNT	GUIDELINES
TRANSPORATION (Includes CalWORKS) Bus Passes Bus Tokens Gas Vouchers	Actual Cost \$40.00/Month \$60.00/Month \$90.00/Month	(NOTE: Reimbursement for taxi cabs is not an approved supportive service.) No more than one per month. No more than \$20.00 per visit. No more than \$20.00 per visit. Boeing only , no more than \$30.00 per visit.
UNION DUES	Actual Cost	Initiation fees only.
UTILITIES Gas, Water, Refuse Electric	\$200.00 Combined \$200.00	One time payment only, not to exceed maximum. Payment may represent only one month's worth of utility payment. If listed on a separate billing, a cumulative total must be provided. One time payment only, not to exceed maximum. Payment may represent only one month's worth of utility payment.

**City of Long Beach
Workforce Development Bureau
Youth Opportunity Center**

WIA YOUTH PERFORMANCE INCENTIVE CRITERIA

Instructions: Performance incentives may be awarded in addition to internship stipends and program incentives. Youth are eligible to receive up to \$300 in performance incentives from enrollment through 12-month follow-up, if they meet the specific criteria below. Youth may not receive more than one performance incentive for the same outcome. To be determined eligible for performance incentives, acceptable documentation (Doc.) must be maintained in the participant's file.

I. Educational Achievement Services

Activity Code 71

a). **Received a Diploma or Equivalent.**

Doc: Copy of Diploma or Certificate
(Younger Youth)

b). Received a recognized Credential or Certificate.

Doc: Copy of Credential or Certificate
(Older Youth)

c). Achieved a Primary Basic Skill Goal, measured by a recognized post- assessment. For Math Computation or Reading Comprehension or Speaking Skills Special Ed Youth Only

Doc: Copy of Scored Post Test (.05 increase)
(Younger Youth)

d). Is Enrolled in Post- Secondary Education or Advanced Training.

Doc: Copy of Enrollment
(Older/Younger Youth must have "out-of-school" status at the time of WIA Registration)

e). Returned/Remained in Secondary School by/at exit.

Doc: Copy of Enrollment and/or Report Card
(Older/Younger Youth)

II. Employment Services

Activity Code 72

a). Participated in, and completed Unpaid Internship, or Work Experience, and receives all "3"'s on the Mid and/or Final Program Participant Evaluation.

Doc: Copy of Evaluation
(Older/Younger Youth)

b). Achieved a Primary Skill Goal, measured by a recognized post-assessment. For one or both of the following outcomes:

Work Readiness and/or Occupational Skills
Doc: Copy of Scored Post Test
(Younger Youth)

c). Entered a Qualified Apprenticeship Program at exit.

Doc: Affidavit of Participation
(Older/Younger Youth)

d). Entered Military Service at exit.

Doc: Copy of Registration
(Older/ Younger Youth)

e). Entered Unsubsidized Employment

Doc: Copy of W2 or Pay Stub
(Older/Younger Youth)

f). Employment Retention in 3rd Qtr after Exit.

Doc: Copy of Pay Stub
(Older/Younger Youth)

Additional Incentive Criteria: Youth service providers must demonstrate how this outcome is linked to a youth's ISS/WIA performance goal(s). **Approval required.** May apply to both categories (Older/Younger Youth)

CITY OF LONG BEACH WORKFORCE DEVELOPMENT BUREAU
REQUEST FOR PROPOSALS
RFP # 05-001

WIA OUT-OF-SCHOOL YOUTH DEVELOPMENT PROGRAM

GLOSSARY OF YOUTH PROGRAM TERMS

ACADEMIC CREDIT: Credit received while a participant is in training which is applicable toward a secondary school diploma, a post-secondary degree, or a certificate of completion, consistent with State laws and the requirements of an accredited educational agency.

ADMINISTRATIVE COST: The portion of the budget which is associated with the overall management and administration of the proposed program and which is not directly related to the provision of services to participants.

ADULT MENTORING (YOUTH): Adult mentoring for the period of participation and a subsequent period, for a total of not less than 12 months.

ALLOWABLE COST: Those costs, which are necessary, reasonable, allocable and allowable under applicable Federal, State and local law for the proper administration and performance of services to customers.

BARRIERS TO EMPLOYMENT: Characteristics that hinder an individual's ability to participate in the labor market. An eligible youth is defined as an individual who: is age 14-21; is a low income individual; and is within one or more of the following categories:

- Deficient in basic literacy skills;
- School dropout
- Homeless, runaway, or foster child;
- Pregnant or parenting;
- Offender; or
- Is an individual (including a youth with a disability) who requires additional assistance to complete an educational program, or to secure and hold employment?

BASIC SKILLS: Those academic skills that include reading, writing and speaking English, and the skills involved in applications, computing and solving problems.

BASIC SKILLS DEFICIENT: Must include a determination that an individual:

- A. Computes or solves problems, reads, writes, or speaks English at or below grade level 8.0; or
- B. Is unable to compute or solve problems, read, write, or speak English at a level necessary to function on the job, in the individual's family or in society.

BASIC SKILLS TRAINING: Training provided to enhance locally defined inadequacies in levels of basic literacy skills (as defined above) which would improve an individual's ability to function in the labor market and in society.

BELOW GRADE LEVEL: One or more levels or credits below that which is appropriate for the person's age. (Can be calculated from the highest grade completed and reading/math levels).

CAREER EXPLORATION, PLANNING & COUNSELING (YOUTH):

Activities which:

- A. assist youth to gain career awareness, make career decisions and plans; and understand market needs, trends, and opportunities;
- B. assist youth in making and implementing informed educational and occupational choices;
- C. aid youth to develop career options with attention to surmounting gender, race, ethnic, disability, language, or socioeconomic impediments to career options and encouraging careers in non-traditional employment, and
- D. orientation to skills and knowledge specific to career path and/or industry, based on SCANS career related learning standards and industry-specific skills, if relevant.

CAREER RELATED MENTORING (YOUTH): An employee or other individual, approved by the employer at a worksite, who possesses the skills and knowledge to be mastered by a student; who provides the student with instruction and challenges the student to perform well: works in consultation with program staff, classroom teachers and the employer as appropriate.

CASE MANAGEMENT: The provision of a client-oriented approach in the delivery of services, designed to:

- A. prepare and coordinate comprehensive employment plans, such as service strategies, for participants to ensure access to necessary workforce investment activities and support services, using, where flexible, computer-based technologies; and
- B. to provide job and career counseling during program participation and after job placement.
- C. Case Managers and youth work together in a documented, goal oriented, participant-centered program that extends from recruitment through follow-up/retention. The case manager motivates and coordinates services and information to prepare participants for post secondary educational opportunities, provide linkages between academic and occupational learning, and/or preparation for unsubsidized employment/training opportunities, as appropriate.

CITIZENSHIP TRAINING: Includes life skills training such as parenting, work behavior training, budgeting of resources, and an ethic of civic responsibility. Citizenship training is one aspect of the required youth program element broadly termed "Leadership Development Opportunities".

CLASSROOM TRAINING: Academic and/or occupational training conducted in an institutional setting. Effective classroom training will provide linkages between academic and occupational learning.

COLLABORATION: A mutually beneficial alliance of groups or organizations that come together to achieve common goals. This alliance is characterized by well-defined relationships that include a commitment to: mutual authority and accountability for success; and sharing of resources. It is expected that it transcends individual agency strategies, and will integrate diverse missions, language and cultural concerns to focus on the needs of the customers. Collaboration is strengthened by a formal written agreement, which delineates the responsibilities of each group, organization or entity.

COMMUNITY-BASED ORGANIZATION (CBO): A private nonprofit organization that is representative of a community or a significant segment of a community and that has demonstrated expertise and effectiveness in the field of workforce investment.

COST REIMBURSEMENT CONTRACT: A contract format which provides for the reimbursement of allowable costs which have been identified and approved in the contract budget, and incurred in the operation of the program. Back-up documentation is required to justify payments made under this type of contract.

CREDENTIAL: Nationally recognized degree or certificate or State/locally recognized credential

DROPOUT (YOUTH): An individual no longer attending school who has not received a secondary school diploma or GED (note: a youth attending an alternative school is not a dropout for the purposes of this program).

ELIGIBLE or ELIGIBILITY: Refers to an individual's status in relation to his/her qualification to participate in a WIA funded program. The following are examples of eligibility criteria for various programs: residency, age, economic status, Selective Service registration, serious barriers to employment, plant closures, layoffs, long term unemployment, etc. Specific youth eligibility requirements are defined at 20 CFR, 664.2000.

ELIGIBLE YOUTH: Except as provided in subtitles C and D, the "eligible youth" means an individual who:

- A. is not less than age 14 and not more than age 21;
- B. is a low income individual; and
- C. is an individual who is one or more of the following:
 - (i) Deficient in basic literacy skills
 - (ii) A school dropout
 - (iii) Homeless, a runaway, or a foster child
 - (iv) Pregnant or a parent
 - (v) An Offender
 - (vi) An individual who requires additional assistance to complete an educational program, or secure and hold employment.

EMPLOYABILITY: A demonstrated level of knowledge, skills, abilities, work behaviors and attitudes necessary to become successful in the labor market.

ENROLLMENT: An eligible participant who has been referred for WIA services and for whom enrollment documents have been completed.

ENTERED EMPLOYMENT RATE: A participant who exits from the program and enters (through the efforts of the WIA, Service Provider, or through their own efforts) into regular employment for pay. State Unemployment Wage records will be the primary data source for tracking this outcome, therefore, employment is currently defined as an individual showing any amount of earnings in the quarter following exit.

EXITER: (point of exit for counting performance outcomes) A participant who has a termination date within the quarter and has not received any WIA service for 90 days, except follow-up, and there are no future services scheduled, then that participant has exited WIA for the purposes of performance measurement.

FOLLOW-UP SERVICES: All youth participants must receive some form of follow-up services for a minimum duration of 12 months after exiting the program (termination). The types of services provided must be based on the needs of the individual. Follow-up services may include: leadership development; supportive services; regular contact with the youth's employer, including addressing work-related problems that arise; assistance with job development, career development and further education; work-related peer support groups; adult mentoring; and tracking the progress of youth in employment after training.

HOMELESS/RUNAWAY (YOUTH): A youth who lacks a fixed, regular, adequate nighttime residence. Includes those who have a primary nighttime residence that is a public or private shelter, an institution providing temporary residence, public or private place not designated or ordinarily used as a regular sleeping accommodation. Runaway is defined as a person under 18 years of age that absents themselves from home or place of residence without permission of parent or legal guardian.

INCENTIVES (YOUTH): Incentives are usually awarded to youth for successful completion of one or more components of a program. Incentives can be cash; gift certificates or other items the program feels are youth motivators (T-shirts, field trips, etc.).

INDIRECT COST RATE (MAXIMUM 10%): Indirect cost agreements are only provided to agencies with multiple funding of which at least one is a federal source. Indirect cost rate agreements are provided solely by a federal cognizant agency. Note: if an agency has an approved indirect cost rate below 10%, they may not exceed their indirect cost rate as approved by their cognizant agency.

INDIVIDUAL SERVICE PLAN (YOUTH): A written outline of employment and training goals needed for a youth to attain self-sufficiency by finding and maintaining employment. The Individual Service Plan establishes short-term and long-term goals around post-secondary education and/or career employment. An Individual Service Plan may include activities to prepare the participant for employment, services to remove barriers to employment, training and job search. Individual Service Plans must be regularly reviewed and updated as changes occur in employment goals, barriers, and program services or support services needs.

INDIVIDUAL WITH A DISABILITY: In general: an individual with any disability as defined in Section 3 of the Americans with Disabilities Act of 1990 (42 U.S.C.) Or documented through local school Individual Education Plan.

IN-KIND CONTRIBUTION: Contributions provided by a service provider from non-WIA sources to support a WIA training program. In-kind contributions must be itemized in the proposal and contract budgets and are subject to audit.

IN-SCHOOL YOUTH: Refers to a youth, age 14-21, who has not received a high school diploma or equivalent, and is attending school, including alternative school.

INTERNSHIP (YOUTH): A structured work experience involving specific occupational skills development goals in addition to learning goals; includes the expectation that the student, upon completion of the internship, will demonstrate skills necessary for entry-level employment in the occupational area of the internship.

INTAKE: Includes the screening and determination of an applicant for eligibility and: (1) a determination of whether the program can benefit the individual; (2) an identification of the employment and training activities and services which would be appropriate for that individual; (3) a determination of the availability of an appropriate employment and training activity; (4) a decision on selection for participation, and (5) the dissemination of information on the program.

JOB DEVELOPMENT: The planned and organized effort by service providers to encourage employers or business organizations to make jobs available for participants.

JOB PREPARATION: Job search skills training including, which provides the participant with the instruction to obtain part-time or full time employment. These skills may include resume writing, interviewing skills, telephone techniques, and job acquisition skills.

JOB SHADOW: Competency-based educational experiences that occur at a worksite but are tied to the classroom curriculum that coordinates and integrates school-based instruction with work site experiences.

LEAD AGENCY: The organization submitting the proposal requesting a direct contract with the WIB. The Lead Agency will be responsible for ensuring compliance with all terms and conditions of the contract, administration and fiscal management of the contract, and will be held accountable for program results. Lead agencies submitting proposals that incorporate a collaborative relationship with other entities in the provision of comprehensive and integrated youth services, must clearly identify the collaborating organization(s), the services they will provide, and the funding to support those services.

LEADERSHIP DEVELOPMENT: Leadership development opportunities are one of the ten required youth program elements. Leadership development may include: exposure to post-secondary educational opportunities; community and service learning project; peer centered activities, including peer mentoring and tutoring; organizational and teamwork training; decision-making and setting priorities; citizenship training, including life skills training such as parenting, work behavior training, budgeting of resources, employability (pre-employment skills); and positive social behaviors (soft skills), i.e., positive attitudinal development, self-esteem, cultural diversity, and work simulation activities (work maturity skills). Leadership skills might be viewed as those skills characteristic of productive workers and good citizens.

LIFE SKILLS (YOUTH): Activities and/or training that assist youth to develop marketable work habits. May include modules/training/curriculum instruction in personal finance and budgeting, parenting/pregnancy prevention, self-leadership (e.g. conflict resolution, public speaking, management), cultural history and diversity, nutrition/fitness, and health).

LIMITED ENGLISH SPEAKER: An individual whose native language is not English or who has an inability to communicate in English orally or in writing, resulting in a barrier to employment or training.

LIMITED INTERNSHIPS: A type of work experience conducted at the site of a private sector employer, which provides exposure to work and the requirements for successful job retention. Internships may be paid or unpaid but they are intended to result in unsubsidized employment. Internships are designed to improve skill competencies and assist youth in achieving employment success.

LINKAGE: Any mechanism that connects or ties services together.

LITERACY: The term “literacy” is an individual’s ability to read, write, and speak in English; compute, and solve problems at levels of proficiency necessary to function on the job, in the family of the individual, and in society.

LOWER LIVING STANDARD INCOME LEVEL: Income level determined annually by the Secretary based on the most recent lower living family budget issued by the Secretary.

LOW INCOME INDIVIDUAL: An individual who:

- A. receives, or is a member of a family that receives, cash payments under a Federal, State or income-based public assistance program;
- B. received an income, or is a member of a family that received a total family income, for the 6-month period prior to application for the program involved (exclusive of unemployment compensation, child support payments, payments described in subparagraph (A), and old-age and survivors insurance benefits received under section 202 of the Social Security Act (42 U.S.C. 402) that, in relation to family size, does not exceed the higher of –
 - (i) the poverty line, for an equivalent period; or

- (ii) 70 percent of the lower living standard income level, for an equivalent period;
- C. is a member of a household that receives (or has been determined within the 6-month period prior to application for the program involved to be eligible to receive) food stamps pursuant to the Food Stamp Act of 1997 (7 U.S.C. 2011et seq.);
- D. qualifies as a homeless individual, as defined in subsections (a) and (c) of section 103 of the Stewart B. McKinney Homeless Assistance Act (42 U.S.C. 11302);
- E. is a foster child on behalf of whom State or local government payments are made; or
- F. in cases permitted by regulations promulgated by the Secretary of Labor, is an individual with a disability whose own income meets the requirements of a program described in subparagraph (A) or of subparagraph (B), but who is a member of a family whose income does not meet such requirements.

MENTORING: The process of matching an advisor with a participant in order to assist the participant in successfully completing training. The role of a mentor may also include assisting the participant in transitioning into employment with the ultimate aim of job satisfaction and retention. Adult mentoring for a minimum duration of 12 months, is one of the ten required youth program elements.

MONITORING: The process of observing and/or reviewing performance may include on-site observation, review of paperwork and files, interviews with staff or participants, telephone conversation, and formal evaluation of compliance elements.

OBJECTIVE ASSESSMENT (YOUTH): An assessment of the academic levels, skill levels, and service needs of each participant, which shall include a review of basic skills, occupational skills, prior work experience, employability, interests, aptitudes (including interests and aptitudes for nontraditional jobs), supportive service needs, and developmental needs of the participant. A new assessment of a participant is not required if the provider determines it is appropriate to use a recent service strategy developed for the participant under another education or training program.

OCCUPATIONAL SKILLS: Those skills identified as necessary to successfully perform work-related functions with an industry sector. Occupational skills can be attained through activities such as:

1. Entry into an apprenticeship or internship program
2. Complete a career specific, professional, technical or advanced job skill training program
3. Complete a college degree

OFFENDER: An individual subject to any state of the criminal justice process who has a barrier to employment because of a record of arrest or conviction.

ON-THE-JOB TRAINING: Training by an employer in the private sector, that is provided to a participant that has been referred to, and hired by that employer. Training occurs while the participant is engaged in productive work that: provides knowledge and/or skills essential to the full and adequate performance of the job; provides reimbursement to the employer of up to 50 percent of the wage rate of the participant, for the cost of providing training; and is limited in duration as appropriate to the occupation for which the participant is being trained.

ORIENTATION: Provides information about the types of services available, develops motivation and interest in the program, explains the application, selection and eligibility process, and assists applicants in preparing for the process.

OUTCOME: Documented effect or impact of a service or intervention on an individual. Outcomes are what the program efforts are designed to achieve. Proposed outcomes must be stated in terms of measurable indicators.

OUT-OF-SCHOOL YOUTH: An eligible youth, 14-21 years of age, who is a school dropout; or an eligible youth who has received a secondary school diploma or its equivalent but, is basic skills deficient, unemployed, or underemployed. Alternative school youth are not considered out-of-school youth.

OUTREACH (RECRUITMENT): Activity involves the collection, publication, and dissemination of information on program services directed toward economically disadvantaged and other individuals eligible to receive WIA training and support services.

PLACEMENT: A client securing employment while participating in the WIA program, with wages equal to or greater than the state or federal minimum wage per hour, and be an unsubsidized position.

PARTICIPANT: An individual who has registered and has been determined eligible to participate in, and who is receiving services under a program authorized by WIA. Participation shall be deemed to commence on the first day, following eligibility, on which the participant begins receiving core, intensive training, or other services provided under WIA Title 1.

PERFORMANCE MEASURES:

- Younger Youth 14-18
 1. Skill Attainment Rate
 2. Diploma or Equivalent Attainment Rate
 3. Retention Rate
 4. Customer Satisfaction Measure (all participants and employers)
- Older Youth 19-21
 1. Entered Employment Rate
 2. Retention Rate
 3. Earnings Gain
 4. Credential Attainment Rate
 5. Customer Satisfaction Measure (all participants and employers)

POTENTIAL DROPOUT (AT RISK OF DROPPING OUT): A youth who is experiencing a lack of academic success as evidenced by basic skills deficiency, by at least one school year in school credit as determined by school records, failing grades, or below GPA.

PREGNANT/PARENTING YOUTH: A youth who is under 22 years of age and is either pregnant or providing custodial care for one or more dependents that are under 18 years old.

PROFIT RATE (MAXIMUM 10%): An amount in excess of the cost necessary to operate a program. Profit is allowable to the extent it is reasonable as determined during contract negotiations. It includes that amount which is associated with proprietary materials included in the cost of the program. Profit may only be earned by private-for-profit organizations.

PROGRAM COMPLETION: Refers to the successful achievement of the pre-specified, overall training objective(s). The term may be used, as appropriate, to describe a subcontractor's performance under a financial agreement or a participant's performance in a training activity. Completion of a training program will be included in the calculation of the appropriate performance measurement.

PROGRAM ELEMENTS: Local programs must include each of the ten program elements as options available to youth participants.

PROJECT-BASED LEARNING: Learning experiences which engage students in complex, real-world projects through which they develop and apply skills and knowledge, which take effort and persistence over time, result in the creation of something that matters to them and has an

external audience. Employment and community partners provide students with ongoing coaching and expert advice on projects, particularly in regard to effective strategies and tools used in the workplace. Projects should be authentic, involve academic rigor, applied learning, active exploration, adult connection and assessment practices.

QUALIFIED STAFF: Individuals that have experience or education that qualifies the individual to conduct the training, or deliver the services contracted for.

REGISTRATION: (point of registration for counting performance measures) The process for collecting information to determine an individual's eligibility for services under WIA. All youth eligible for WIA services must be registered in order to receive those services. At the point of registration, participants are counted for performance measurement purposes.

RETENTION (YOUTH): Continued retention in work, school, training, education, military.

RETENTION RATE: The number of WIA customers placed, who are employed at the end of the retention period **after** exiting from the program, divided by the total number of customers exited in a specific time period.

SELF-SUFFICIENCY: An adequate standard of living without cash benefits. Self-sufficiency services are services that assist WIA recipient to expand strengths and resources necessary for self-sufficiency, or to reduce or eliminate barriers to self-sufficiency.

SERVICES PROVIDER: An entity such as a CBO, an educational institution, or a commercial organization, which delivers services to WIA participants under a contract.

STIPENDS: Stipend payments may be used for youth participating in a variety of experiences. These payments may be based on attendance for youth participating in a work, education, and/or training experience.

STRUCTURED WORK EXPERIENCE: A competency-based educational experience that occurs at the work site but is tied to the classroom curriculum that coordinates and integrates school-based instruction with work site experiences.

SUBCONTRACT: Any compensated services performed by an individual or entity other than staff or the service provider; e.g., consultants, contracts for professional services, etc.

SUBSIDIZED WORK EXPERIENCE: A career-linked job at a public or private site in which the wages paid to an employee are financially supported by a private, state or local employment and training program.

SUPPORTIVE SERVICES: Service needed in order to assist the youth to be successful in achieving their goals. This may include transportation, childcare, work-related tools, and clothing. To the greatest extent possible program should address support service needs through leveraging of resources and partnerships with providers.

TRACKING: The Contractor, in partnership with Santa Ana W/O/R/K Center, will be responsible for tracking significant participant movement through the program. This will include entry into components, time in components and exits from components. Tracking will provide Santa Ana W/O/R/K Center, the contractor and other partners necessary management information to improve the program, as well as ensure that customers are all accounted in the program.

VOCATIONAL TRAINING: Provides customers with long or short-term training in a community college, university, vocational school or business environment to improve employability in the local labor market. The training can provide basic skills, upgrade current skills, develop new

technical skills, improve language skills and prepare customers for employment in high growth occupations.

WORK-BASED LEARNING ACTIVITIES: Activities offered which are designed to enable youth to gain exposure to the working world, acquire personal attributes, industry defined skill standards, and knowledge needed to obtain a job and advancement in employment. Activities should be designed to master progressively higher levels. Can take place at private profit, non-profit or public sector. Can be paid or non-paid activities. (Note: applicable labor laws must be adhered to). Activities must be relevant to the career plan and include but are not limited to:

- Career Related Mentoring
- Community Service Learning
- Entrepreneurial Work Experience
- Internship
- Job Shadow
- Project-Based Learning
- Subsidized Work Experience and Structured Work Experience

WORK EXPERIENCE: Work experiences are planned, structured learning experiences that take place in a workplace for a limited period of time. Work experiences may be paid or unpaid. The work place may be in the private, for-profit sector, the non-profit sector, or the public sector. Work experiences are designed to enable youth to gain exposure to the working world and its requirements. These experiences should help youth to acquire the attributes, knowledge, and skills to obtain a job and advance in employment. One of the ten required youth program elements.

WORKFORCE INVESTMENT ACTIVITIES: The array of activities permitted under Title I of WIA, which include employment and training activities for adult, dislocated workers, and youth.

WORK PLAN: That portion of the contract document, which describes the work, to be performed by means of specifications or other minimum requirements, quantities, performance dates and a statement of the quality expected.

WORK READINESS: Completion of one or more workforce readiness skill activities appropriate to the service plan development for the participant, which could include:

- Career Related Assessment and Goal Setting
- Pre-Employment Training
- Work Experiences/Internships
- Job Shadows
- Career Explorations
- On-the-Job Training

SUGGESTED REFERENCES:

PERFORMANCE: TEGL 7-99

WORKFORCE INVESTMENT ACT (WIA)

WIA FEDERAL REGISTER: 20 CFR PART 652 et al.